

BB-205

Business Communication II**Time Allowed-03 Hrs****Max Marks-60****Section-A****Q1. Answer to each question shall be given in 2-5 lines. All questions are compulsory.**

- a) Define business communication.
- b) What is the importance of business communication?
- c) What do we mean by noise in communication process?
- d) What do we mean by verbal communication?
- e) What is the difference between active and passive voice?
- f) What is the difference between listening and hearing?
- g) What is précis writing?
- h) What do we mean by a notice as a form of communication?
- i) What is an advertisement?
- j) What is an extempore speaking?

10*2=20

Section B**Attempt any four questions**

- Q2.** Distinguish between verbal and non-verbal communication. Which non-verbal method of communication do you think is the most important?
- Q3.** What are the rules for writing an effective email? How is it different from regular mail method of communication?
- Q4.** Explain the various inter-office communications? Which one is the most important?
- Q5.** What are the most important speaking skills in communication?
- Q6.** What are the barriers to communication? Which do you think is the most important?
- Q7.** Explain in detail how you would draft a CV? Which is the most critical stage?